GENERAL SERVICES ADMINISTRATION
Federal Supply Schedule
Final Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov

Pa na Solutions, Inc.

GENERAL PURPOSE INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

132-51   Information Technology Professional Services

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov

Contract Number:	47QTCA18D002Q
Period Covered by Contract:	November 24, 2017 through November 23, 2022

Pa na Solutions, Inc.
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Pa na Solutions, Inc. is a Small Business

CONTRACTOR INFORMATION
Pa na Solutions employs a team with a strong array of skills and expertise to provide some of America's most well-known businesses with information technology services that are responsive to their needs.

Prices Shown Herein are Net (discount deducted)

Table of Contents

1a. AWARDED SPECIAL ITEM NUMBER:

SIN	DESCRIPTION
132-51	*Information Technology Professional Services*

1b. LOWEST PRICED ITEM. Telecommunications Spec 4 - $68.11

1c. HOURLY RATES: SIN 132-51 (including IFF) See attachment for experience, functional responsibility and education

Labor Category	Hourly Rate
Senior Systems Administrator	$120.96
Senior Network Engineer	$167.86
Telecommunications Spec 1	$98.49
Telecommunications Spec 2	$85.94
Telecommunications Spec 3	$74.84
Telecommunications Spec 4	$68.11
Network Engineer 1	$111.67
Network Engineer 2	$102.33
Network Engineer 4	$74.89
Network Designer 1	$134.23
Network Architect 1	$151.55
Support Specialist 2	$82.10
Video Engineer 2	$112.78
Program Manager 4	$84.44

2. MAXIMUM ORDER GUIDELINE.

Special Item Number 132-51 – Information Technology Professional Services - $500,000 per order

3. MINIMUM ORDER.

Special Item Number 132-51 – Information Technology Professional Services - $100 per order

4. GEOGRAPHIC COVERAGE. Domestic only.

5. PRODUCTION POINT. United States (Services)

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE.

Prices are net prices; discounts have been deducted

7. QUANTITY DISCOUNTS. See item 1 above.

8. PROMPT PAYMENT TERMS. Net 30.

9a. GOVERNMENT PURCHASE CARDS.

Accepted at or below the micro-purchase threshold

9b. GOVERNMENT PURCHASE CARDS.

Accepted above the micro-purchase threshold

10. FOREIGN ITEMS. None

11a. TIME OF DELIVERY. As mutually agreed on between the vendor and ordering activity.

11b. EXPEDITED DELIVERY. As mutually agreed on between the vendor and ordering activity.

11c. OVERNIGHT AND 2-DAY DELIVERY. As mutually agreed on between the vendor and ordering activity.

11d. URGENT REQUIREMENTS. As mutually agreed on between the vendor and ordering activity.

12. FOB POINT. Destination

13a. ORDERING ADDRESS. 3504 Waterford Mill Road, Bowie, MD 20721

13b. ORDERING PROCEDURES.

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an establishing BPA for services. These procedures apply to all schedules. (BPA attached)

   a.   FAR 8.405-2 Ordering procedures for services requiring a statement of work.

14. PAYMENT ADDRESS. 3504 Waterford Mill Road, Bowie, MD 20721

15. WARRANTY PROVISION. Not applicable

16. EXPORT PACKING CHARGES. Not applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE. Not applicable

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR. Not applicable

19. TERMS AND CONDITIONS OF INSTALLATION. Not applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES. Not applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS. Not applicable

22. LIST OF PARTICIPATING DEALERS. Not applicable

23. PREVENTIVE MAINTENANCE. Not applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES. Not applicable

24b. INDICATE SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY SUPPLIES AND SERVICES. http://www.panasolutions.com/

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER. 793536413

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM), PREVIOUSLY CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE. Registration valid

Labor Category Descriptions

Senior Systems Administrator	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	A minimum of 3 or more years of related experience.

Responsibilities:

- The systems administration encompasses server administration and database management administration.
- The server administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.
- The database manager works with software and determines ways to organize and store data.
- Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems.
- Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system.
- Plans and coordinates security measures -data integrity, backup systems, and database security.
- Provides technical assistance to computer system users.
- Answers questions or resolve computer problems for clients in person, via telephone or from remote location.
- May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.
- Provides technical expertise in the use of Database Management System (DBMS).
- Evaluates and recommends available DBMS products to support validated user requirements.
- Defines file organization, indexing methods, and security procedures for specific user applications.
- Manages the development of data base projects.
- Plans and budgets staff and data base resources.
- When necessary, reallocates resources to maximize benefits.
- The database manager is also responsible for capacity planning.
- Provides support for implementation, troubleshooting and maintenance of IT systems.
- Manages IT system infrastructure and any processes related to these systems.
- Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems.
- Provides second level problem identification, diagnosis and resolution of problems.
- Provides support for the dispatch system and hardware problems and remain involved in the resolution process.

- Provides support for the escalation and communication of status to management and internal customers.
- Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems.
- Plans, coordinates, and implements security measures to safeguard computer databases.
- Responsible for operations related to systems management software.
- Installs and maintains software monitors and conducts advanced analysis of output and performance.

Experience:
- Experience maintaining a network/operational environment, Microsoft operating systems, migrating systems/networks to next generation operating, applications, and services products.
- Must have demonstrated in administration of database backups and restores, understanding of ActiveDirectory infrastructure, design and interface capabilities with other MS products, understanding of name resolution.

Senior Network Engineer	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	A minimum of 8 years of related experience.

Responsibilities:
- Installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), customer networks, Intranet and Internet and other data communications systems or a segment of a network system.
- Maintains network hardware and software.
- Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability.
- May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.
- Oversees network control center.
- Provides support to projects that involve networks.
- Performs a full range of complex network designs encompassing multiple technologies within a single network.
- Evaluates new network technologies and makes recommendations to project managers regarding the integration of these technologies into the existing network.
- Plans new configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance.
- Ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation and support of voice communications systems.

- Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders.
- The overarching security requirements for the customer network add to the complexity of these positions.

Experience:
- Must have advanced knowledge of the principles, methods, and techniques used in network administration and engineering plus advanced knowledge of and ability to use relevant hardware, software and other equipment.

Telecommunications Spec 1	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	1-3 years related experience

Responsibilities:

- Perform duties during a 12 hour shift at austere communications sites and on a rotational basis perform daily standby duty to assume shift duties of personnel not able to report for shift or to respond to an alternate duty location.
- Brief senior leadership on actions and solutions to problems
- Responsible for the Installation, maintenance and operation of all site telecommunications systems and equipment.
- Perform tests and services on all site communications equipment, computers and their associated local area networks, secure and non-secure switching networks, cable and Direct TV Satellite equipment, Video Teleconferencing and radio systems and equipment, and maintain inside plant cabling as required.
- Maintain and update daily maintenance reports and logs as required.
- Brief high level executives on status and maintenance plans that effect network outages and losses.
- Give solutions that minimize outages.
- Work independent with customer on immediate solution to network problems.

Experience:
- Network and Systems Administrator
- PC maintenance
- Video Teleconferencing Systems operation
- Switching systems
- Radio systems equipment operation and maintenance
- Inside plant cabling
- Telecommunications equipment operation and maintenance

Telecommunications Spec 2	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	A minimum 3 years related experience

Responsibilities:

- Provide onsite installation, repair, and maintenance support of voice and data systems. The candidate will work with minimum supervision in a dynamic environment to drive the expansion for next-generation networks.
- Plans network installations by studying customer orders and technical specifications; ordering and gathering equipment, supplies, materials, and tools, assessing installation site; preparing design recommendations.
- Setup pre-configured network equipment; establishes voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, routers, switches, multiplexors, cable trays, and alarm and fire-suppression systems following industry standards; activating remote access tools; coordinating with contractors.
- Perform installation coordination activities with vendors. Visit trouble sites and take necessary corrective action to maintain the network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation.
- Conducts liaison efforts with outside vendors to order circuits and/or equipment as required.
- Maintains customer rapport by listening to and resolving concerns; answering questions.
- Knowledge, Skills and Ability: Performs a variety of electronic and technical assignments on data communications equipment and systems under minimal supervision.
- Completes terminal troubleshooting using appropriate diagnostic equipment. Installs terminals, controllers and test equipment; restores nonworking lines and/or equipment to a working condition.

Experience:

- Requires knowledge of modems, test equipment and terminal configuration.
- Network and Systems Administrator
- PC maintenance
- Video Teleconferencing Systems operation
- Switching systems
- Radio systems equipment operation and maintenance
- Inside plant cabling
- Telecommunications equipment operation and maintenance

Telecommunications Spec 3	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	Minimum of 6 years related experience

Responsibilities:

- Assist the customers with VTC scheduling, and connecting to conferences. Setup and monitor MCU based conferences.

- Provide training to customers, covering all the secure Audio/Visual equipment that is needed for the 24/7 work environment.
- Provide specialized VTC support to executive customers, provide VTC technical support and assistance to local users as needed, and assist and coordinate with distant end users ensuring successful videoconferences.
- Provide Quality Assurance checks on every Audio/Video project that is installed in various customer locations, working closely with Project Managers, Video Engineers and Audio/Video Technicians.
- Provide daily deliverables, including closing out project tasks, updating daily/weekly spreadsheets, and providing monthly reports.
- Troubleshoot and solve complex VTC problems. Provide management daily.

Experience:
- Requires knowledge of modems, test equipment and terminal configuration.
- Network and Systems Administrator
- PC maintenance
- Video Teleconferencing Systems operation
- Switching systems
- Radio systems equipment operation and maintenance
- Inside plant cabling
- Telecommunications equipment operation and maintenance Inside plant cabling
- Telecommunications equipment operation and maintenance

Telecommunications Spec 4	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	Minimum of 8 years related experience

Responsibilities:
- Assist the customers with VTC scheduling, and connecting to conferences. Setup and monitor MCU based conferences.
- Provide training to customers, covering all the secure Audio/Visual equipment that is needed for the 24/7 work environment.
- Provide specialized VTC support to executive customers, provide VTC technical support and assistance to local users as needed, and assist and coordinate with distant end users ensuring successful videoconferences.
- Provide Quality Assurance checks on every Audio/Video project that is installed in various customer locations, working closely with Project Managers, Video Engineers and Audio/Video Technicians.
- Provide daily deliverables, including closing out project tasks, updating daily/weekly spreadsheets, and providing monthly reports.
- Troubleshoot and solve complex VTC problems.
- Provide management daily.

- Responsible for installing conduit, CAT5 and fiber optic cable, hardware, communications equipment and wall jacks.
- Install and configure equipment chase, cards and power supplies.

Experience:
- Requires knowledge of modems, test equipment and terminal configuration.
- Network and Systems Administrator
- PC maintenance
- Video Teleconferencing Systems operation
- Switching systems
- Radio systems equipment operation and maintenance
- Inside plant cabling
- Telecommunications equipment operation and maintenance

Network Engineer 1	
Minimum Education:	BA/BS **or** equivalent years in experience.
Minimum Years' Experience:	A minimum of 4-8 years of related experience.

Responsibilities:
- Installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), customer networks, Intranet and Internet and other data communications systems or a segment of a network system.
- Maintains network hardware and software.
- Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability.
- May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.
- Oversees network control center.
- Provides support to projects that involve networks.
- Performs a full range of complex network designs encompassing multiple technologies within a single network.
- Evaluates new network technologies and makes recommendations to project managers regarding the integration of these technologies into the existing network.
- Plans new configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance.
- Ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation

and support of voice communications systems. Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. The overarching security requirements for the customer network add to the complexity of these positions.

Experience:
- Must have advanced knowledge of the principles, methods, and techniques used in network administration and engineering plus advanced knowledge of and ability to use relevant hardware, software and other equipment.

Network Engineer 2	
Minimum Education:	BA/BS **or** equivalent years in experience.
Minimum Years' Experience:	Minimum of 7-10 years, experience in related field

Responsibilities:
- Diagnose hardware and software problems, and replace defective components.
- Perform data backups and disaster recovery operations.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems
- software, applications software, and all configurations.
- Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
- Operate master consoles in order to monitor the performance of computer systems and networks, and to coordinate
- computer network access and use.
- Perform routine network startup and shutdown procedures, and maintain control records.
- Design, configure, and test computer hardware, networking software and operating system software.
- Perform a full range of upgrades to the existing network architecture.
- Review user requests for upgrades or additions to the network to assess impact on network performance and provide
  advice and guidance on the most practical technical approach to meeting user requirements.
- Perform long term O&M activities to include tier 3 troubleshooting and problem resolution.
- Utilize complex network analysis tools to identify and correct problems in the network.
- Prepare troubleshooting procedures for restoring the network to optimal performance levels.
- Provide fault management for the network and supports performance management functions.
- Respond, isolate, and resolve network troubles. Monitor alarms and alerts to identify network elements causing network
  degradation or failure.
- Maintain logs and records associated with reported problems or situations.
- Execute reporting functions and data input associated with network management.

GSA SCHEDULE # 47QTCA18D002Q   Pa na Solutions, Inc.

14

- Monitor security posture of the network, and report suspected violations to designated authority.
- Coordinate with configuration management and implementation teams.
- Perform operator-level maintenance on components associated with network management systems.
- Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components.
- Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and
  utility programs.
- Apply software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of open systems for Information Management (IM) applications. Ensure these systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards such as the IEEE Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of IM solutions on the application platform, across the application program interface (API), and the external environment/software application. Evaluate and recommend COTS applications and methodologies that can be acquired to provide interoperable, portable and scanable information technology solutions.
- Perform analysis and validation of reusable software and hardware components to ensure the integration of these components into interpretable IM designs

Experience:
- Cisco CCNA or JNCIA
- Must have hands on troubleshooting and fault isolation of IT business systems.
- Must have a strong understanding of the OSI model and configuration of routing protocols such as: EIGRP, OSPF, MPLS,BGP, LDP.
- Must have advanced knowledge of the principles, methods, and techniques used in network administration and engineering plus advanced knowledge of and ability to use relevant hardware, software and other equipment.

Network Engineer 4	
Minimum Education:	BA/BS **or** equivalent years in experience.
Minimum Years' Experience:	A minimum of 10-14 years of related experience

Responsibilities:
- Design/build/test/install VTC's
- Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components.
- Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and

utility programs.
- Apply software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of open systems for Information Management (IM) applications. Ensure these systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards such as the IEEE Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of IM solutions on the application platform, across the application program interface (API), and the external environment/software application. Evaluate and recommend COTS applications and methodologies that can be acquired to provide interoperable, portable and scanable information technology solutions.
- Perform analysis and validation of reusable software and hardware components to ensure the integration of these components into interpretable IM designs

Experience:
- Cisco CCNA or JNCIA
- Must have hands on troubleshooting and fault isolation of IT business systems.
- Must have a strong understanding of the OSI model and configuration of routing protocols such as: EIGRP, OSPF, MPLS,BGP, LDP.
- Must have advanced knowledge of the principles, methods, and techniques used in network administration and engineering plus advanced knowledge of and ability to use relevant hardware, software and other equipment.

Network Designer 1	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	A minimum of 10 to 14 years of related experience.

Responsibilities:
- Provides Network Engineering and Security support to the Customer.
- Provides other support as needed.

Experience:
- In-depth understanding of networking systems and TCP/IP to include experience in IP Addressing and Subnetting; Network Address Translations; MTU; QoS.
- Strong knowledge of Routing and Switching systems; understanding of Routing Protocols (OSPF, EIGRP, and BGP) and Gateway Redundancy Protocols (HSRP, VRRP, and GLRP).
- A working knowledge of STP, VTP and Virtual LAN's and Trunking (VLAN's); Network Security (ACL's, IPSec Tunnels); MPLS, POS, Multicast and how to properly implement these technologies.
- Ability to perform (intermediate level) configuration, testing, and troubleshooting of IP network infrastructure (LAN and WAN devices).
- Demonstrate the ability to work with customers to determine network requirements, write system requirement documents, and develop design solutions (physical and logical) that are in compliance with best engineering practices, standards, and guidelines.

- Excellent verbal, written communication and presentation skills.

Network Architect 1	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	A minimum of 6 years related experience.

Responsibilities:

- Diagnose hardware and software problems, and replace defective components.
- Perform data backups and disaster recovery operations.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
- Operate master consoles in order to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Perform routine network startup and shutdown procedures, and maintain control records.
- Design, configure, and test computer hardware, networking software and operating system software.
- Perform a full range of upgrades to the existing network architecture.
- Review user requests for upgrades or additions to the network to assess impact on network performance and provide advice and guidance on the most practical technical approach to meeting user requirements.
- Perform long term O&M activities to include tier 3 troubleshooting and problem resolution.
- Utilize complex network analysis tools to identify and correct problems in the network.
- Prepare troubleshooting procedures for restoring the network to optimal performance levels.
- Provide fault management for the network and supports performance management functions.
- Respond, isolate, and resolve network troubles. Monitor alarms and alerts to identify network elements causing network degradation or failure.
- Maintain logs and records associated with reported problems or situations.
- Execute reporting functions and data input associated with network management.
- Monitor security posture of the network, and report suspected violations to designated authority.
- Coordinate with configuration management and implementation teams.
- Perform operator-level maintenance on components associated with network management systems.
- Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components.
- Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs.

- Apply software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of open systems for Information Management (IM) applications. Ensure these systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards - such as the IEEE Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of IM solutions on the application platform, across the application program interface (API), and the external environment/software application. Evaluate and recommend COTS applications and methodologies that can be acquired to provide interoperable, portable, and scalable information technology solutions.
- Perform analysis and validation of reusable software and hardware components to ensure the integration of these components into interpretable IM designs.

Experience:
- Cisco CCNA or JNCIA
- Must have advanced knowledge of the principles, methods, and techniques used in network architect and engineering plus advanced knowledge of and ability to use relevant hardware, software and other equipment.

Support Specialist 2	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	Minimum 6 years related experience

Responsibilities:
- Responsible for tracking and submittal for review of contract deliverables.
- Responds to priorities to accomplish objectives of function.
- Performs change control tracking to receive/initiate changes, establish tracking/statusing and create data relationships.
- Performs Work Plan reviews to ensure incorporation of CM requirements prior to release for work execution.
- Performs CM verification and closed-loop accounting for assigned approved requirement/mods
- Performs As-Built verification and As-Designed vs. As-Built reconciliation.
- Responsible for engineering design release.
- Processes ADP receipts and creates/updates ADPs in support of processing and shipments.
- Accesses/uses multiple databases/repositories to research data and perform CM status accounting.
- Prepares a variety of formal and informal correspondence for both internal and external distribution.
- Work produced represents originality and/or analytical skills within defined areas.

- Coordinates, compiles, and prepares a variety of management related information utilizing extensive contacts with external agencies to interpret and recommend action.
- Perform other duties as assigned.

Experience:
- Must have advanced knowledge of the principles, methods, and techniques used in network support specialist duties.
- Advanced knowledge of and ability to use relevant hardware, software and other equipment.

Video Engineer 2	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	Minimum 6 years related experience

Responsibilities:
- Provide on-site video project, integration engineering and administration for secure streaming / video-on-demand systems and television grids.
- Provide design and development as well as production for the in-house information system.
- Planning for new system designs and replacement of existing systems.
- Provide engineering design, integration and cost proposals for customer projects.
- Provide technical engineering and production services for streaming web casts.
- Responsible for maintaining documentation, maintenance and drawings to a baseline of equipment that I installed. I also established an advanced videoconference scheduling system and provided staffing for daily operations.
- Provide design and implementation of new products and services for enhancing the videoconferencing system.

Experience:
- Must have advanced knowledge of the principles, methods, and techniques used in video engineering plus advanced knowledge of and ability to use relevant hardware, software and other equipment.

Program Manager 4	
Minimum Education:	BA/BS or equivalent years in experience.
Minimum Years' Experience:	A minimum of 15 years related experience.

Responsibilities:
- Serves as the Contractor's Contract Manager, and is the Contractor's authorized interface with the Government Contracting Officer (CO), the Contracting Officer's Technical Representative (COTR), government management personnel and customer representatives.

- Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals.
- Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates.
- Shall be responsible for the overall contract.
- Responsible for the personnel and technical management of all tasks.
- Insure that the full range of corporate resources are available and made available to perform the required tasks.
- Provide Quality Control Plan for all relevant requirements.
- Provide to the COTR frequent periodic reports on the status of the contractor staffing.
- Provide management oversight of all contract personnel and ensure high-quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW.
- Responsible for the delivery of services to the customers according to SLA.
- Plans, directs, and coordinates activities in computer-related activities including electronic data processing, information systems, systems analysis, and computer programming.
- Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract.
- Performs horizontal integration planning, and interface with other functional areas.
- Ensures technical solutions and schedules are implemented in a timely manner.
- Provides supervision, training, and direction to staff, Single point of contact for non-routine to moderately complex installation projects for communication networks.
- Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion.
- Coordinates activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services.
- Tracks and monitors service orders through completion and turn-up.
- Prepares deliverables (e.g., status reports to Government, order information, open issues).
- Works in a team environment.

Experience:
- Must have 15 years' experience as a program or project manager in managing programs and contracts of similar scope, type, and complexity is required.
- Direct experience in managing multitask contracts and subcontracts of various types and complexity, as well as exper4ience in leading a multi-vendor environment.
- Must have demonstrated experience in conducting requirements analysis, resource allocation, project costing, deliverable tracking, schedule and financial data monitoring, and reporting.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule. b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000) a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract. b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements. c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available. b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 37) Page 51 of 73

4. PERFORMANCE OF SERVICES a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity. c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner. d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989) (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either- (1) Cancel the stop-work order; or (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract. (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract. (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement. Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 37) Page 52 of 73 (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST a. Definitions. "Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. "Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work. b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 37) Page 53 of 73 or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision: (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation. (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify

whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror; (2) Subcontractors; and/or (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 37) Page 54 of 73 The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided. b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education. The following is an example of the manner in which the description of a commercial job title should be presented: EXAMPLE: Commercial Job Title: System Engineer Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices. Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies. Minimum Education: Bachelor's Degree in Computer Science